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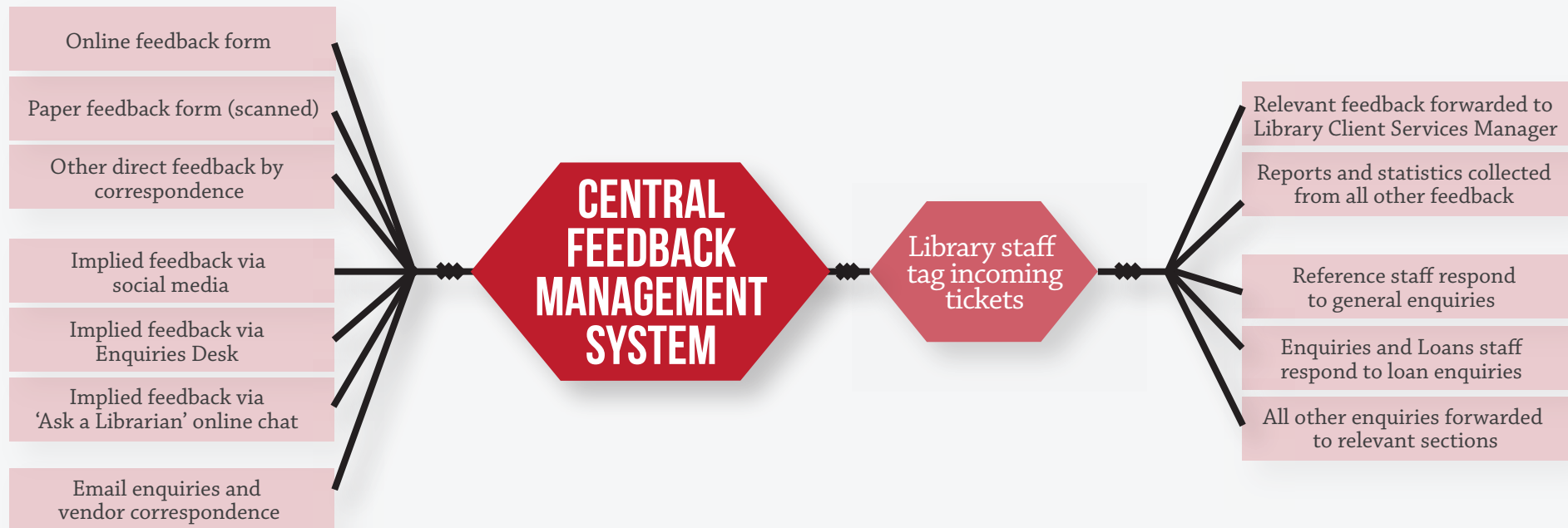
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# STREAMLINING CLIENT FEEDBACK - HOW WE DID IT

## Coordinating our response to client feedback and enquiries

Expansion of our digital services has provided more opportunities for clients to give direct or implied feedback about the specific services we offer. We identified a need for a better way to capture and respond to feedback from all sources. The outcome from a comprehensive research and review project was a system which enabled us to respond in an appropriate and timely manner and helped streamline procedures. We can now identify trends and statistics to enable us to be proactive in improving our client services.



### FEATURES

- ♦ Ticketing system
- ♦ Trackable
- ♦ Ticket status
- ♦ Multiple admin users
- ♦ Categorisation of ticket types
- ♦ Web based
- ♦ Statistics collection
- ♦ Online storage of feedback

### BENEFITS

- ♦ Captures and records all feedback irrespective of source
- ♦ Provides a coordinated response to feedback and enquiries
- ♦ Enables a consistent voice in responding to clients
- ♦ Eliminates duplication of tasks
- ♦ Clearly defines response requirements
- ♦ Helps influence decision making between survey periods
- ♦ Enables organisation wide awareness
- ♦ A low cost and low maintenance system

### THE FUTURE

We are investigating the possibility of extending this system to include IT client service feedback, further facilitating the integration of IT and Library services.

### Digital Library Services

Library and Information Services

[DigitalLibraryServices@murdoch.edu.au](mailto:DigitalLibraryServices@murdoch.edu.au)

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